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DWS and Employers Give New Meaning to "Rapid Response"

Teltrust, a New York based Rectory Assistance Service, closed its doors January 10, 2001, leaving 40 employees in Clearfield and Salt Lake City unemployed. Employees were ready to start work at 5:00 a.m. and were surprised when Teltrust management informed them the company was out of business and collected their badges. Company officials at the Clearfield location reported the company had been unsuccessful

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DWS Gives Office Space to Wal-Mart Staff



Alex Diaz, General Manager of the new Wal-Mart Super Center, orients a group of new employees at the Ogden EC.

Need a place to prescreen or interview potential employees? A DWS Employment Center (EC) may be the answer. Recently, the Ogden EC opened up their doors, offices, cubicles, and conference rooms to the greatest bunch of Wal-Mart employees anywhere.

Wal-Mart needed to hire between 450 and 600 employees for the new Harrisville Super Center scheduled to be complete in February. With the store itself under construction, this posed a problem.

Wal-Mart managers, Alex Diaz and Dwayne Seamster, met with Mark Jenkins of DWS to solicit help. They needed help notifying, scheduling, and finding space to conduct interviews, tests, and to hire employees. Mark accepted the challenge and offered the space, time, and staff at the Ogden EC.

In December, DWS started taking applications for various positions for the super center. Both Wal-Mart and DWS staff worked late every day that first week taking in over 2700 applications. For the next 3 weeks they sched-

uled appointments for interviews and testing. A positive experience ensued as friendships were developed along with a mutual understanding of the time and effort it takes to set up a store of this size.

The store is the 2nd largest in the franchise's chain with 205,000 square feet housing a full grocery store, department store, tire and lube center, optical center, bank, and cafe.

Wal-Mart took possession of the store in January, putting up shelves, display racks, and dressing rooms. They worked in conjunction with construction workers for the grand opening in February.

In January, DWS' Executive Director Robert Gross visited the Ogden EC and met with Alex Diaz, who confessed: "I was apprehensive at first that your people would be able to pull this off, but we are astonished by the results we have received."

Thank you Alex! When Wal-Mart moved out of the Ogden EC, many DWS employees commented that they would miss the incredible Wal-Mart staff and the early morning "Wal-Mart cheer"

earned income credit Did you know...

that the Earned Income Credit (EIC) brings federal dollars back into local economies? The EIC is a special tax benefit for working people who earn low or moderate incomes. As an employer, you may have both employees and customers who could be eligible for this valuable tax benefit. Publicizing the EIC can increase your company's visibility in the community. The EIC supplements employees' wages at no cost to you. The EIC helps eligible workers pay bills and keep their jobs which in turn produces more stable employees.

Please tell your workers and/or customers about the Advance EIC payment option. Eligible workers can receive payment throughout the year instead of in a lump sum at tax time. Employers can also help by making W-5 forms available for convenience.

For more information on the EIC, contact the Center on Budget and Policy Priorities at (202) 408-1080 or the IRS at (800) 829-1040.

it's only a myth...

Myth #7:

Workforce Services doesn't help new business owners.

Reality:

A variety of publications are available to new business owners just by calling the local centers. "Doing Business In Utah" is a popular guide including business information about state and federal requirements, selecting business structure, preparing business plans, as well as identifying ways to finance business. Inquirers can also receive resource information about phone numbers and persons to contact regarding new accounts, audits, contributions, etc. If you would like a copy, please call Bob Andra at (801) 526-9443.

Bosses Listen Up!

Robert Johnson of Fort Worth, Texas, has been looking for the past several months for something that's as scarce as a good five-cent cigar: a meaningful, permanent part-time job.

The problem isn't that Johnson lacks skills. He's a former aerospace engineer with a law degree who practiced law for 20 years, then trained as a certified software technician. Rather, he laments, "in everything I have expertise in ... employers want somebody full time." In other cases, he adds, the part-time opportunities aren't challenging.

After a 15-year trend toward workplace flexibility, most big employers now offer setups aimed at allowing people to jam more roles and responsibilities into their day. But the idea of allowing people simply to cut back to a good, permanent part-time job has been a nonstarter at most companies.

Plenty of low-paying part-time jobs can be found in call centers, retailing and other service businesses, of course. Also, through gritty determination,

some workers, mostly women, have carved out good part-time roles.

Some companies allow parents to return part-time for awhile after parental leave. And professionals at

Fifty-eight percent of baby boomers want to work part time into their retirement.

some law, consulting and accounting firms have staked out part-time status without falling off the partner track.

Nevertheless, many workers long for part-time status. The Families and Work Institute say a full 33 percent of women and 28 percent of men would prefer to work part time if they could afford it. Other surveys found that given a choice between more time or more money, 40 percent to 60 percent of Americans would take the time.

Demographics are fueling that wish; AARP says 58 percent of baby boomers want to work part time into their retirement.

Many who ask to reduce their hours meet strong resistance. When a corporate strategist for a New Jersey financial-services firm asked to switch to the part-time status offered in his employer's written policies, the response from a manager was, "You've got to be kidding!" the strategist says. He was so stunned he dropped the idea. He has since left the company.

From employers' standpoint, most of the costs of part-timers are manageable. Part-timers tend to pay a larger share of health insurance, while life insurance, pensions and payroll taxes tend to cost their employers less.

Part-timers, however, often need full-time office space. A bigger hurdle is inconvenience. Managing more bodies can be complex. And work hours in many jobs are so open-ended that it can be hard to figure out a part-timer's pay.

Condensed from an article in The Wall Street Journal, Feb. 21 2001 "Employees Are Seeking Fewer Hours; Maybe Bosses Should Listen" by Sue Shellenbarger

Who Wants to Be a Wage Expert?

Understanding and Using Wage Information

Actually, you don't need to be an expert at all. You just need to know where to find the most recent information on wages, which is just a click away on our website at:

<http://wi.dws.state.ut.us/pubs/uow/wagepub2001.htm>. Here you will find the Utah Occupational Wages 2001, a helpful tool that will show you what wages are being paid for which occupations in which areas. Find answers to questions such as: What are the highest paying occupations? The lowest paying? What you're paying your employees can affect your business. Here are a few excerpts:

Question: *Who uses wage information?*

Answer: Wage information is essential to employers, employees, and everyone who participates in the labor market.

- Employers use the data to determine whether they are paying their workers a competitive wage, to develop job descriptions and classification plans, to recruit workers, and to identify locations where new business operations may be successful.

- Job seekers, students, and others use wage data to make decisions

about jobs or careers, to negotiate job offers or promotions, to make relocation decisions, and to decide which education or training programs to pursue.

There is no single "right" wage for an occupation. The economy and the supply and demand of the job market determine the wage an employer is willing and able to pay an employee. The individual employee decides whether or not to accept the wage offered for the job he or she is hired to perform.

Question: *We are worried about losing employees to competitors. How can we assure we're paying wages slightly above average?*

Answer: To find the answer to this question, see the discussion of the middle 50 percent (beginning on page 9 of the publication on our website). You might also look at the average wages paid for the occupation in your area and average wages paid for other occupations your employees might be qualified to perform (i.e., you could lose a receptionist who finds a higher paying job working as a cashier).

Related Information Resources

A wide range of economic and labor market information is available via our website, <http://wi.dws.state.ut.us>. Click on the "Economic Information" button to find the projected job outlook for Utah and sub-state areas, regional economic forecasts, and cost-of-living information.

You'll also find:

- Hot links to all 50 state homepages
- The Bureau of Labor Statistics
- The Governor's Office of Planning & Budget

At the national level, the Department of Labor has several websites for employers, job seekers, and others interested in the labor market.

- America's Talent Bank at www.atb.org
- America's Job Bank at www.ajb.dni.us
- America's Career InfoNet at www.acinet.org

Employers share positive experiences with DWS:

Dear Mr. [Ken] Jensen:

We would like to take this opportunity to thank you for all your assistance and cooperation in our effort to gather information for our forthcoming Poverty Report.

Utah Issues is committed to providing all segments of society the necessary information to make a realistic assessment of the state of poverty in Utah, and we would not have been able to do so without your assistance.

Bill Crim

Executive Director, Utah Issues

To Tom Woodland:

Thank you for all of your support and help with our staffing efforts this last year. I could not have done it without you! I will contact you again in the spring when we begin hiring again. Again, thank you for your ongoing support. I appreciate you and your organization as a staffing partner."

Watkins Motor Lines, Inc.

To Tara Connolly & Amy Lowe:

On behalf of West Jordan High School, we would like to thank you for your continued support of our students. We have received many favorable comments about your presentations from our staff and students. We realize it took a great deal of your time but we feel it was a great service to our students."

West Jordan High School

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North Region

Rapid Response

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ful in renegotiating bank loans. They received official notice of closure at 1:30 a.m.

DWS learned of the closure when the story hit the airwaves that morning. Business Consultants, Julie Barnes, Mark Jenkins, Debby Nordfelt, and Melisa Stark swung into action. By 9:30 a.m. Debby and Betty Rich, Teltrust's Account Rep., were at the worksite in Clearfield with packets to assist employees with Unemployment Insurance Claims and registration with DWS to find new jobs.

On January 12 an emergency job fair was planned. While attending the Employer Conference at the E Center, Julie, Mark, Debby, and Melisa along with Greg Paras, formed an emergency

"Rapid Response" team. Employers were contacted who were anxious to hire the Teltrust employees. Employment Counselors coordinated the job fair, booking rooms, advertising, and distributing flyers.

"This job fair took a lot of quick planning and hard work," Mark Jenkins commented. The response from employers along the Wasatch Front was overwhelming. Within hours DWS had more employers participating than they could accommodate.

"It's great to see DWS and employers come together so quickly. We responded in part because of the good relationship our company has developed with DWS," said Kevin Green, Asst. HR Director, Ogden Marriott.

The job fair was a success; Teltrust employees met employers ready to hire. Employers had an opportunity to meet and hire applicants with proven

skills and stable work histories. In all, twelve employers participated along with 200 job seekers.

North Region Business Consultants

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